

## Melanie Kate Monk

This adviser profile forms an essential part of the Financial Service Guide (FSG). The FSG is not complete without it.



### Introducing your financial adviser

Melanie Kate Monk is an Authorised Representative of Consultum Financial Advisers Pty Ltd AFSL 230323. Melanie is employed by Financial Coaching Pty Ltd which is a Corporate Authorised Representative of Consultum Financial Advisers Pty Ltd.

Authorised Representative Number: 235853  
Corporate Authorised Representative Number: 235491  
Adviser profile issue date: 1 October 2022

### About Melanie

Financial Coaching was established in 1969 and is a financial planning firm that believes in the difference that our advice can make - whatever your stage of life. Getting the right advice from Financial Coaching means that you can be confident that you are on track to achieving your goals and aspirations. Financial Coaching has a strong team of financial advisers - Melanie Monk, Wesley Folkard and Graeme Head who all have a solid background in the financial planning environment.

Melanie is the General Manager for Financial Coaching and has over 20 years' experience in Financial Planning. In her role of Financial Adviser she enjoys building trusted relationships with her clients and guiding them through all stage of their lives to make smart and informed financial choices that are aligned to their most important goals.



### Qualifications and memberships

- CERTIFIED FINANCIAL PLANNER® Professional
- Bachelor of Business (Financial Planning)
- Member of Financial Planning Association of Australia
- Self-Managed Superannuation Fund accreditation
- Margin Lending accreditation



### Financial products and services

I am authorised to provide you with general and personal financial advice on the following class and types of products.

#### Deposit products

#### Life products, including:

- investment life insurance products
- life risk insurance products

#### Managed investment products, including:

- master trusts, wrap facilities, property funds
- tax-effective investments
- margin lending products
- managed trusts

#### Government debentures, stocks and bonds

#### Superannuation products, including:

- public offer superannuation funds
- account-based pensions and complying annuities
- corporate superannuation funds
- self-managed superannuation funds

#### Retirement savings accounts

#### Securities

- As a referral service through an approved broker only

### How I am paid

As the licensee, Consultum collects all advice fees and commissions. Consultum then pays the fees and commissions to my Practice as detailed in the FSG under the heading 'How we are paid'. My Practice pays me out of these fees and commissions based on a number of factors such as:

- **Salary** – based on my experience and qualifications.
- **Bonus** – I may be eligible to receive a bonus, based on a combination of revenue and meeting pre-determined annual performance-based criteria.
- **Profits** – I may be eligible to receive a percentage of profits from the Practice.
- **Commissions** – as outlined in the FSG under 'How we are paid', the Practice may receive commissions from a product provider when implementing certain product/s for you.

### Client fee and payment options

Before providing advice, we will agree the fees and payment options with you. The fee you pay will depend on the complexity of your circumstances and the services you require. Your options to pay for our services can include fee for service, commission, or a combination of both.

**Fee for service:** Fee for service is based on the service we provide. This fee can be determined by:

- An hourly rate.
- A fixed dollar amount.
- A percentage of funds invested (excluding borrowed funds).
- A combination of these methods.

We can invoice you directly for our fee for service. Alternatively, some products allow an adviser service fee to be deducted from the balance of your investment.

**Commissions:** Some product providers pay commissions to Consultum. The amount of commissions received will depend upon the type of product and the premium paid.

### Important relationships

In addition to the arrangements already disclosed in the FSG under 'Important relationships and other payments', Financial Coaching Pty Ltd also has the following arrangements:

#### Referrals from a third party

At present we do not have any referral arrangement in place to pay a third party referrer a referral fee, commission or other benefit. If this changes, we will make you aware of this prior to providing advice, or further advice, to you.

#### Referrals to a third party

At present we do not have any referral arrangement in place to provide referrals to third parties in return for payment or other benefit. If this changes, we will make you aware of this prior to providing advice, or further advice, to you.

### Privacy Notification

Your personal information will be handled in accordance with our privacy policy, which is located on our website. We will generally collect personal information directly from you. We may collect personal information about you from a third party if we believe you have authorised that third party to provide the information to us.

The main reason we collect, use and/or disclose your personal information, is to provide you with the services that you request. In addition, as a financial service provider, we are obligated to verify your identity and the source of any funds.

We provide financial services under the Australian Financial Services License of Consultum Financial Advisers Pty Ltd. Consultum Financial Advisers Pty Ltd monitors our compliance with the law and provides us with a range of support services, including the financial planning software we use. As a consequence Consultum Financial Advisers Pty Ltd has access to your personal information and may use that information to facilitate the provision of financial services to you and to ensure we are complying with our obligations.

We may also disclose your information to external parties such as your accountant, banks, insurers, and product providers.

In order to keep our costs competitive, our Practice uses specialist business support resources that are located in the following country: Philippines

The organisation/s we have contracted to support our business have confirmed to us they will adhere to the Australian Privacy Principles when dealing with your personal information. They will not contact you or share your information with any other party unless they have your express approval.

Please refer to our Privacy Policy for more information about how we will handle your personal information, including how to access or correct your personal information and how to make a privacy related complaint.

### My contact details

A: Level 4, 10 Queens Road,  
Melbourne VIC 3004  
P: 03 9821 4100  
E: [pc@financialcoaching.net.au](mailto:pc@financialcoaching.net.au)  
W:

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